# 6.6   Messaging Services (Schedule 3.3 – Appendix 6)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 6, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 6, Section 3 Messaging Services Requirements), at the defined service levels (as outlined within Schedule 3.3 – Appendix 6, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 6 Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 6 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.6.1   Messaging Services Solution Overview

*Instructions to Vendors: Provide an overview of the Messaging Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 6. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.*

The Commonwealth Partners Messaging solution meets the requirements and objectives specified by the Commonwealth of Virginia. Our Messaging solution focuses on improved End User Productivity and lower Total Cost of Ownership across all Service Offerings. In addition, the fully integrated Messaging Solution focuses on Security, High Availability, and Standardization as illustrated below.
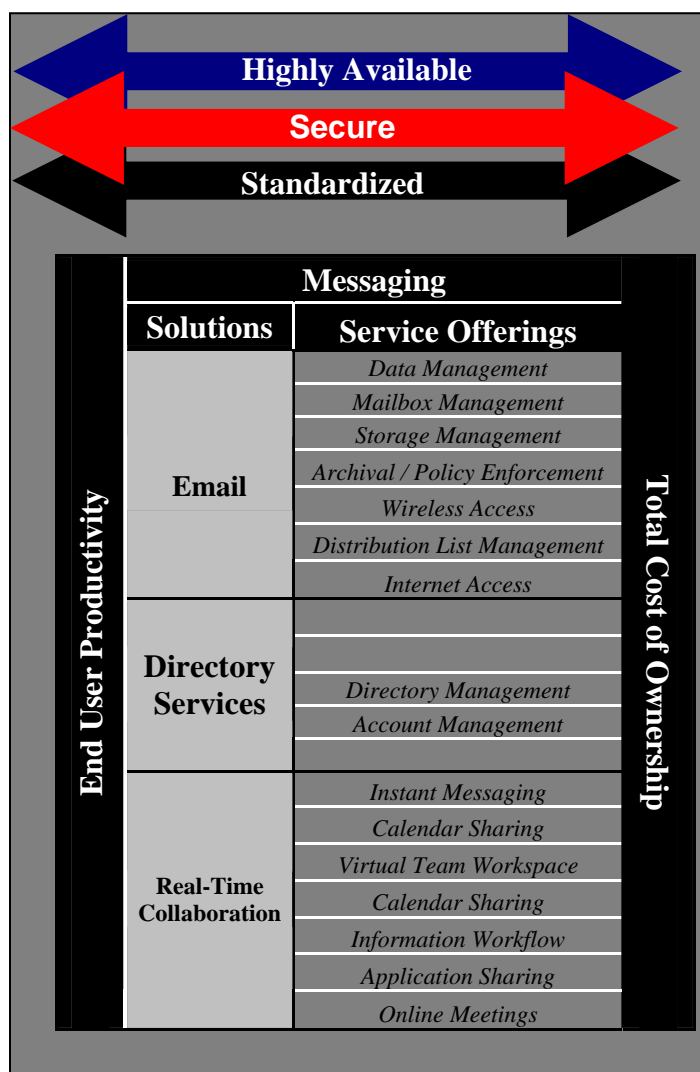
Our Messaging Solution achieves High Availability, Security, and Standardization through a wide variety of technology solutions described in detail in 11.3.7. Below find a high-level view illustrating the focal points of these areas as they are all closely integrated.
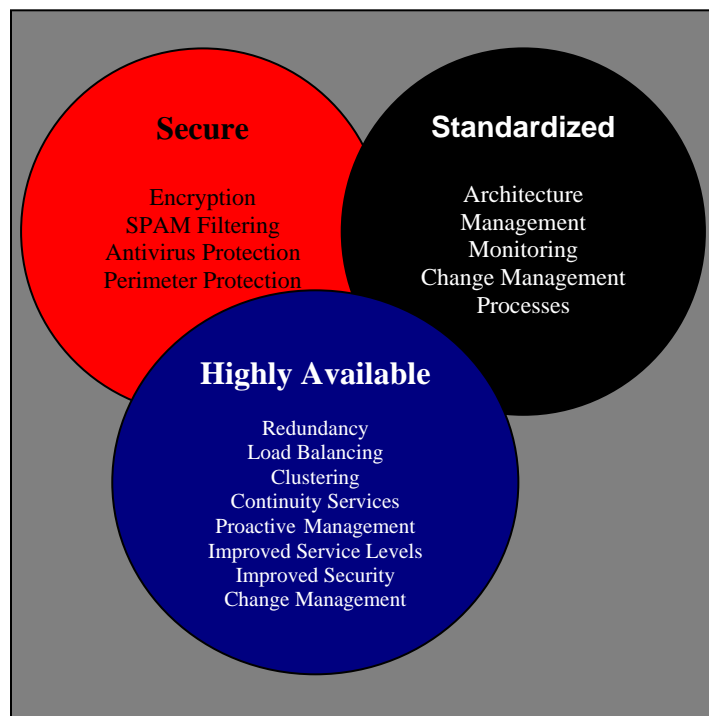
It is important to emphasize the solution depicted here provides the Commonwealth of Virginia with a solid communication system allowing for the "first responder" agencies to communicate from anywhere whenever a disaster occurs.

These first responders must be able to send and receive information to central management quickly and effectively; this can be done using the Blackberry wireless access to email, or via web access from their home machines or Internet kiosks.

The Commonwealth Partners Messaging Solution is a centralized, Microsoft technology based solution using Microsoft Active Directory and Microsoft Exchange Server 2003 as the core directory and messaging services. Microsoft Active Directory and Exchange 2003 environments have proven track records for high-availability solutions in large enterprise environments containing millions of directory objects and hundreds of thousands of mailboxes.

The new solution provides a consistent, standardized approach to messaging with a wide range of benefits described herein. The solution improves total cost of ownership through consolidation of the existing 270 messaging servers down to less than 100. While not only reducing the number of servers by more than 60%, the number of value added services are also increased through standardized collaboration tools, remote connectivity, improved security, internet access, and high availability services.

To increase productivity for the end users, the solution provides several access methods to all messaging services allowing the users to access their data and establish real-time communications with their clients and peers anytime and anywhere. The solution includes internal and external web access, email, calendar sharing, common Global Address Lists, instant messaging, and presence detection in a secured environment. As all of these functions on end user desktops are learned, end user productivity and capabilities will increase by significant factors. End users will become more effective at storing information, finding information, and communicating with their coworkers.

Below find a list of services to be provided as part of the Messaging solution:

- Migration Services to migrate users from legacy systems to new systems.
- Directory Services that provide user authentication, user attributes, and other information about the messaging environment.
- Messaging Services supporting e-mail, real-time collaboration, mailbox management, antivirus and SPAM protection, and others.
- Compliance Services providing for archiving, e-mail scanning, and legal discovery searches.
- Monitoring and Reporting to facilitate alerts and resolution of system bottlenecks, and to provide required statistics for usage, charge backs, and cost management.

Benefits of the Messaging solution include:
- Exploits investment and experience with Microsoft technologies already in use in more than 50% of Commonwealth agencies.
- Consolidates and simplifies server infrastructure enhancing flexibility and staff productivity and lowering overall TCO.
- Introduces a common directory that facilitates cross-agency communications and improves messaging security.
- Achieves smooth transition and compliance with 2-year schedule requirement through staged migrations of groups of agencies.
- Positions Commonwealth for cost-effective growth and addition of new messaging capabilities.

Commonwealth Partners is providing the Commonwealth of Virginia a comprehensive, complete, secure, proven, and scalable solution for its centralized messaging services. Each capability within the solution not only meets the requirements defined within the Scope of Work, it significantly reduces the yearly

recurring costs of operating the messaging systems with a per year savings to the Commonwealth over the lifetime of the contract. We are excited to provide the Commonwealth with increased services and performance while also decreasing the total cost of ownership for messaging services across all agencies.

6.6.2   Messaging Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment components as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 6, Section 2.

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 6, Section 2, except for the elements listed in the table below.

Table 36. Messaging Service Environment Issues

RedactedRedacted

6.6.3   Messaging Support Services Requirements Acceptance and Exceptions

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 6, Section 3, except for the elements listed in the table below.

Table 37. Messaging Support Services Requirements Issues

Redacted

6.6.4   Messaging Service Management Acceptance and Exceptions

☑   Check - Vendor agrees with Schedule 3.3 – Appendix 6, Section 4, except for the elements listed in the table below.

Table 38. Messaging Service Management Issues
Redacted

6.6.5   Messaging Service Management Tools

Describe the automated tools used in the delivery of this service in the table below.

Table 39. Messaging Service Management Tools
Redacted

6.6.6   Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 6

Please refer to section 11.3.7 Details on Messaging Services Proposed Solution.